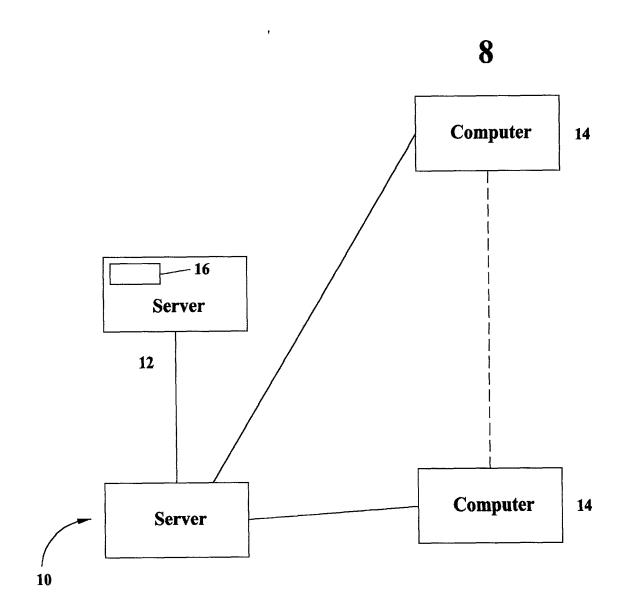
1/67



And the first term with the first term and

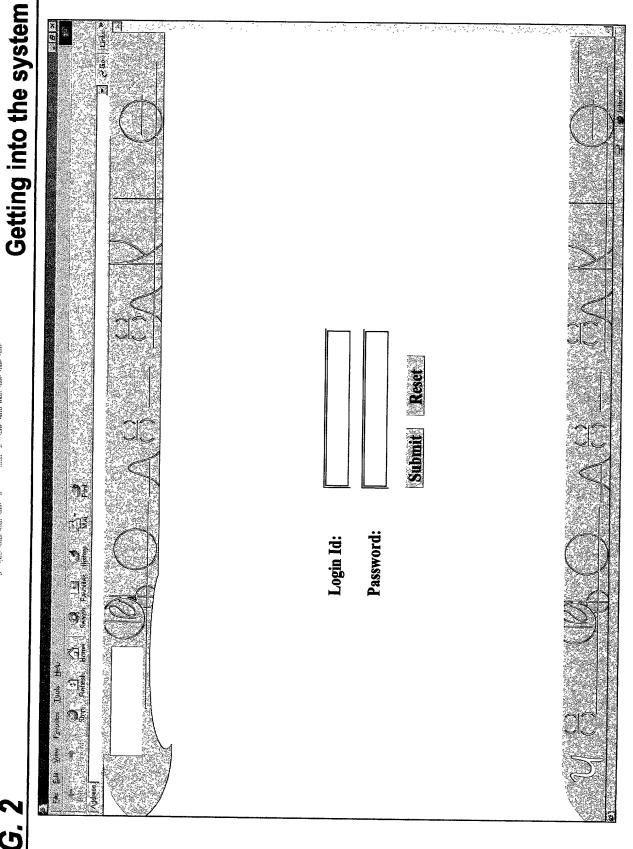
adhe dad dan dan dag

FIG. 1

FIG. 2

The last from the first the first

off the first that the first



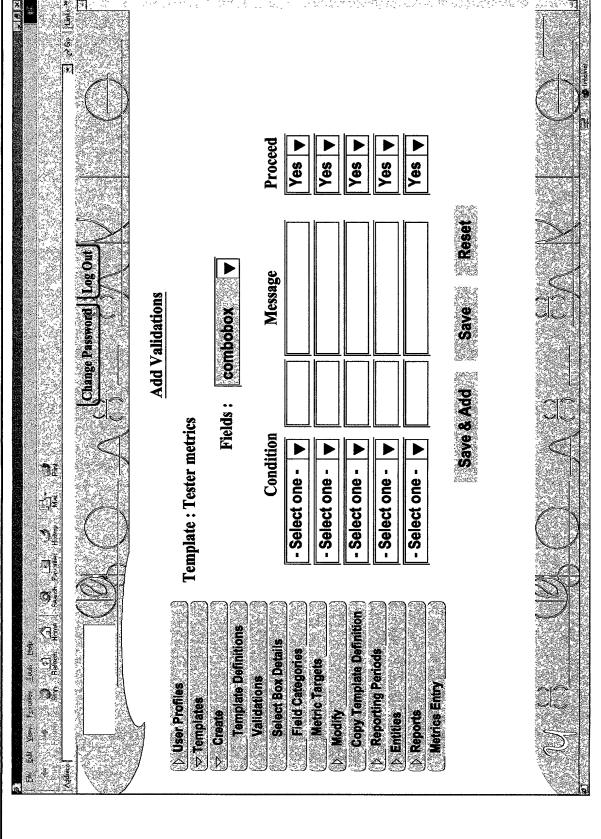
14

77 FU

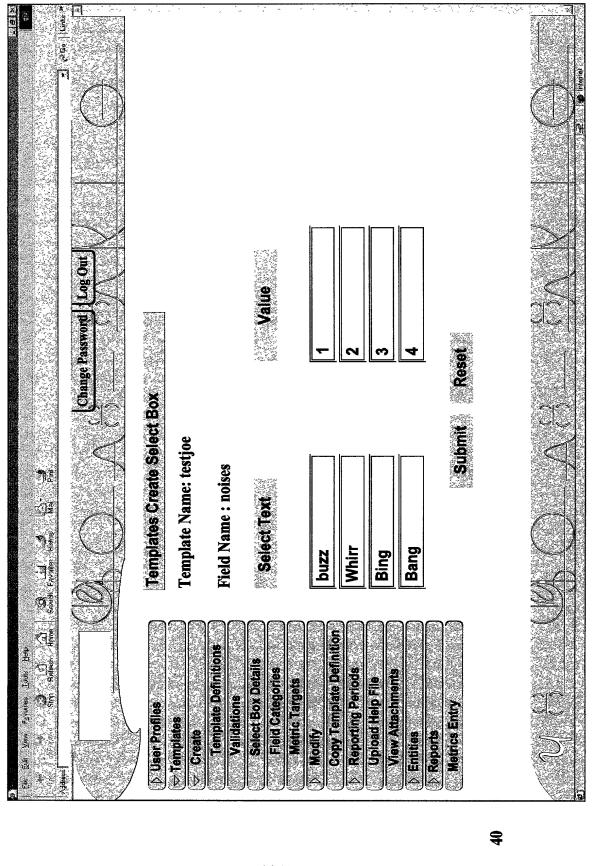
L9/t

		For field type CHAR: # characters For field type NUMBER: # decimals - Select One -	Normal	- Select One -	
Change Passwordt Log Out	Field Name: Field Length:	Metric Type: Field Label:	Label Style: Mouse Text:	Calculation Formula: Display metric after metrics entry:	
	tion Select One - Select One - Select One -			Select One - Select One -	
Secretary, Exemple History	1. Display Type: Se	Default Value:	Short Label: Help Text:	Roll Up Method: N/A Option:	
Ere Ed Vices Fernished Link Help	 Viser Profiles ✓ Templates ✓ Create Template Definitions Vell definitions 	Select Box Details Field Categories Metric Targets	Copy Template Definition Reporting Periods Upload Help File View Attachments	> Entities	
	20				

Calculated: Derived from other fields on the form. This is calculated as the day the actual delivery Text Area: creates a longer comment type box Header Text: displays a comment on the form Number, Percentage, Reverse Percentage Enter the total number of complete days Sum, Average, Max, Weighted Average was made - the day that it was due. Select box: makes a drop down Text: will provide an input box Enter number of days late: Number: Numerical input Normal Italic, Bold Date: Date input Char: Text input Spendmetrics Field1*Field2 Example Days Late Ques₁ This is something that could be on a report The value that will show up before there is Only valid for text input. You can limit the length. form use this line to show that calculation This will display in the bottom white box, If the field is based on other fields in the ndividual name used for the field in the between actual tracked metrics and not. another, click on your category that you This field tells what will show up on the Describes what the input will be for the Not valid for all. If you are rolling it up, Used for formatting. Each number is 4 This allows for hundred of characters, character space is limited to that size. Yes or no. This is used to distinguish If you want your metric grouped with Longer descriptions should go here What will display on the input form? What is the class of Metrics how will you do it? form in what order question posed For formatting have created. characters. database an entry Calculation Formula Roll up Method **Display Metric** Display Type **Default Value** Field Length Indent Level Metric Type Field Name **Mouse Text** Short Label Label Style Field Label Field Type Help Text Category



*L*9/*L*



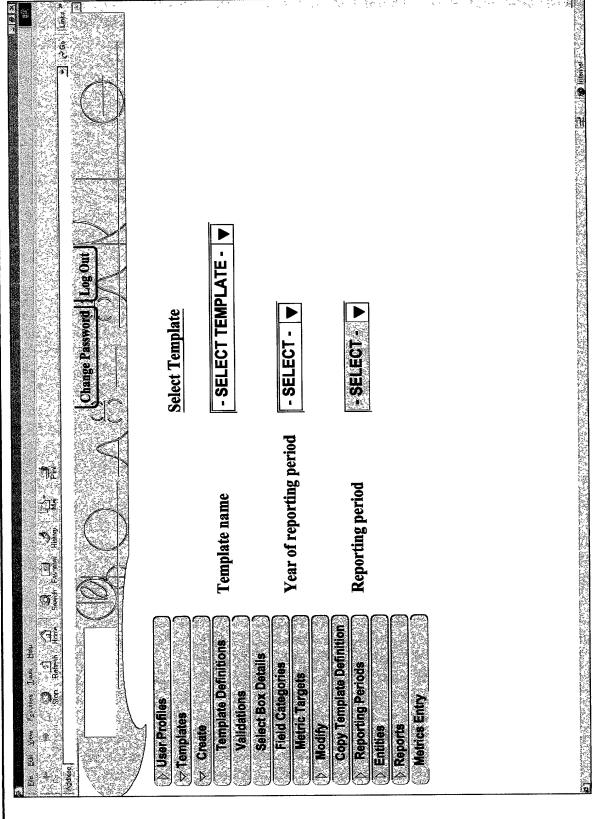
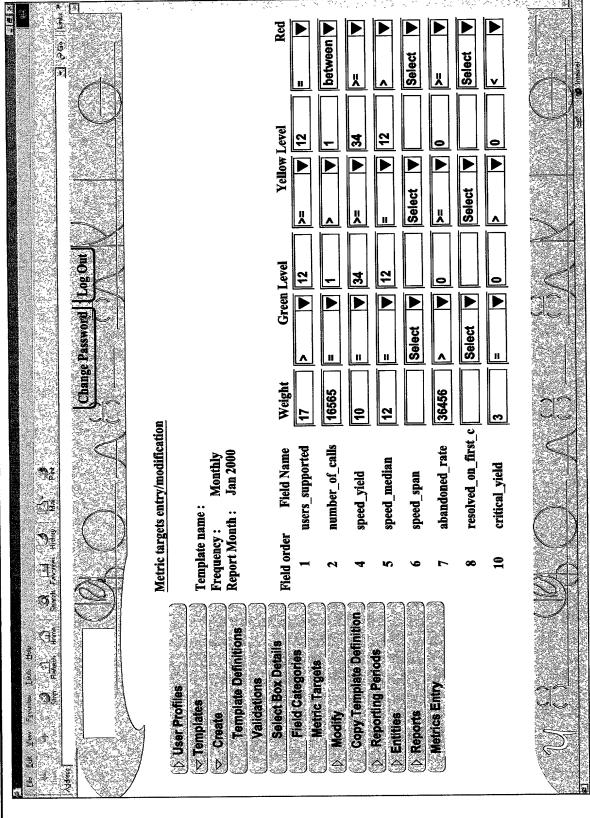
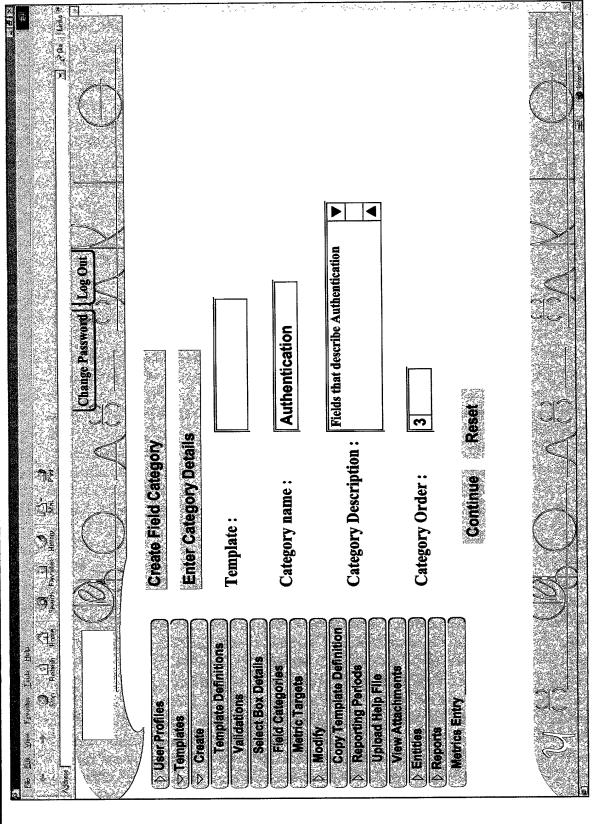


FIG. 9



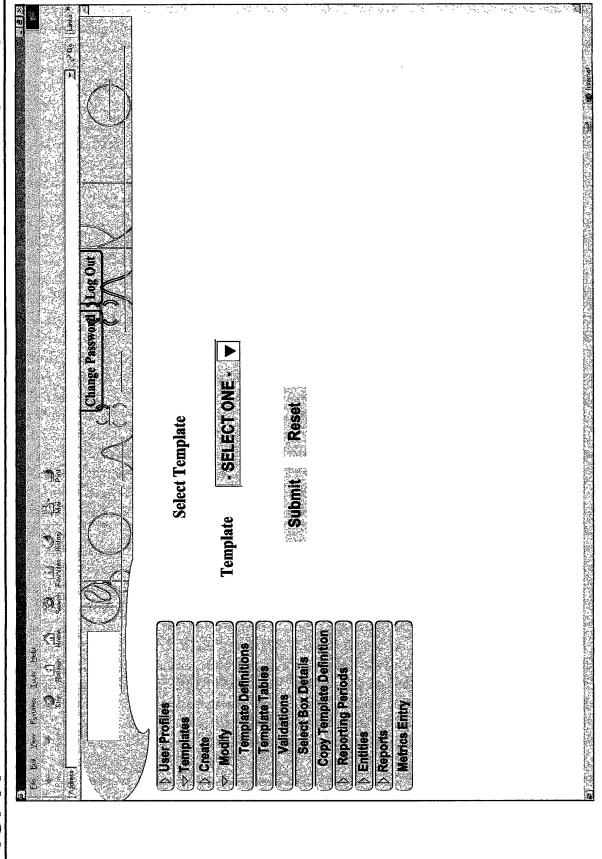
High way was graph

FIG. 10



Modify Template

L9/II



Modify Template Table

*L*9/7I

	Modify Fields Add Fleids	> Reports Metrics Entry
to be modied.	You may select 5 or less fields to be modied.	> Endises
	Test 5 Field label (FieldName5)	Field Attributes Metric Targets Copy Template Definition
	Field Label 1 (FieldName1) Field Label 3 (FieldName3)	Select Boy Details Field Categories
	Template fields :	Field Order Validations
	Table: Avon	✓ Modify Template Definitions Template Tables
	Select Table	∽Templates
	Modify Table Definition	↓ User Profiles
Change Password [Log Out]		Total State of the Control of the Co
	Sample Linds 123 - 35	Committee of the commit
MINION TO THE PROPERTY OF THE		

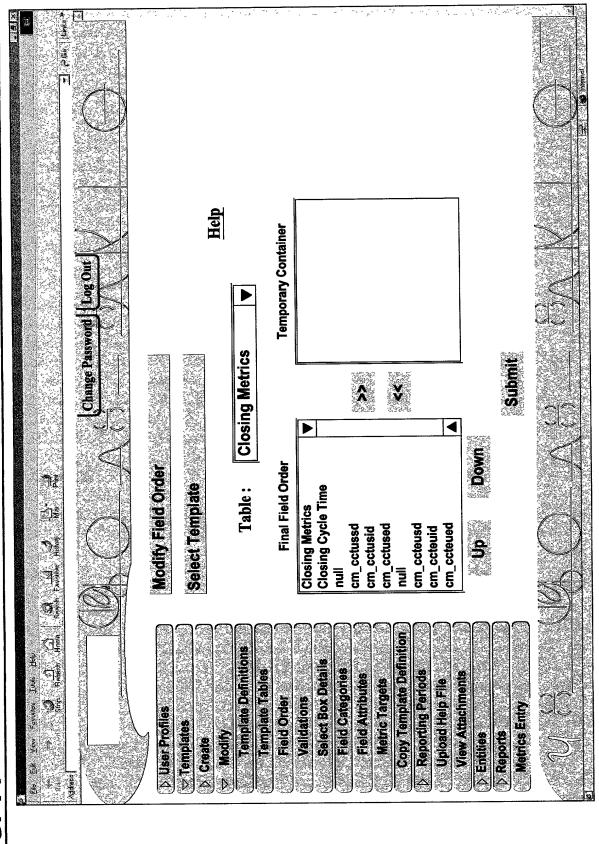
Modifying The Template

19/81

	FieldName4	[25] For field type CHAR: # characters For field type NUMBER: # decimals	Select Box Test 4		Mouse Test 4 ▼		
Change Password Log Out	Field Name: FieldName4	Field Length:	Field Label :	Label Style:	Mouse lext:	Save & Quit	
	4	select Box CHAR (25)	-	Test Short 4	Help 4		
Seatch Fermines Metron, 1964	Field Order:	Display Type: Select Box Pield Type: CHAR (25)	Indent Level:	Label Style:	Help Text:		
Fire Ed. 1900 Frontes Lata Help	► User Profiles ▼ Templates ○ Create	 ✓ Modify Template Definitions Template Tables 	Field Order Validations Select Box Details	Field Categories Field Attributes Metric Terrate	Copy Template Definition Reporting Periods Ubload Help File	View Attachments P Entities P Reports Metrics Entry	

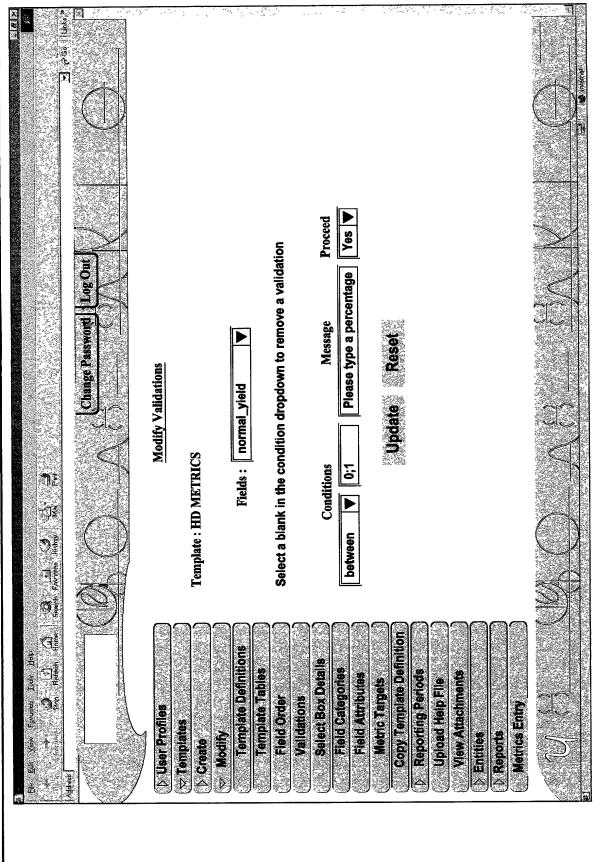
Changing Field Order

*L*9/₹I

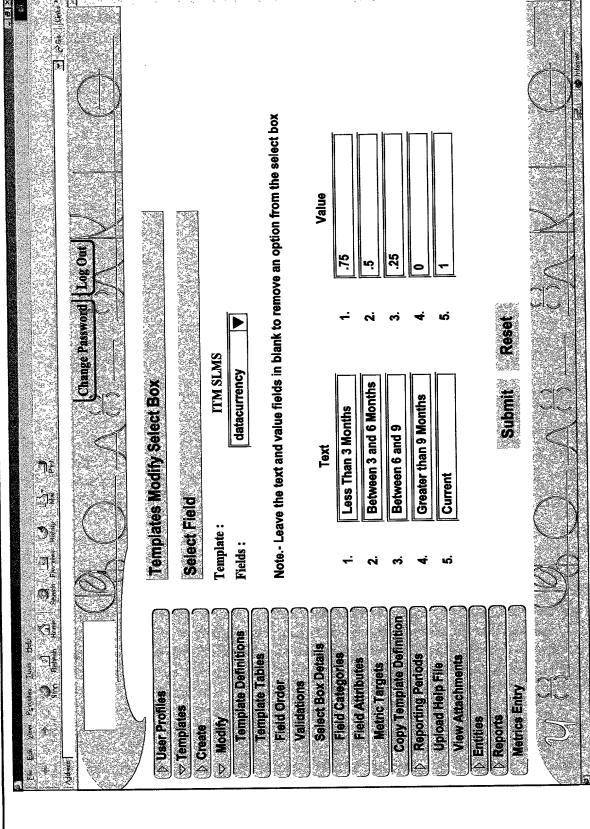


Modify Validations

L9/SI



Modify Select Box



Modify Field Categories

					I Internet
issword Log Out			Description :	CTQ: Select One	
Change Password	kategory ory Details	Security Metrics		Select One	
9 9	Modify Field Category Modify Category Details	Template:	Name:	Fields: Sele	
Ene Ede View Serviness Little House Address Address Street House Human	User Profiles ✓Templates ✓Create ✓Wodife	Template Definitions Template Tables Field Order Validations	Select Box Details Fleid Categories Fleid Attributes Metric Targets Cooy Template Definition	P. Reporting Periods Upload Help File View Attachments P. Entities P. Reports Metrics Entry	

Applicant: LAVORGVA et al. Serial No.: 09/873,815 Atty. Dkt. No.: 60709-00017 Trile: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS Thomas M. Fisher; Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

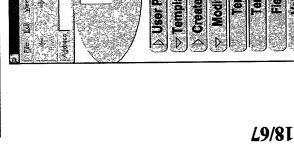
*L*9/*L*I

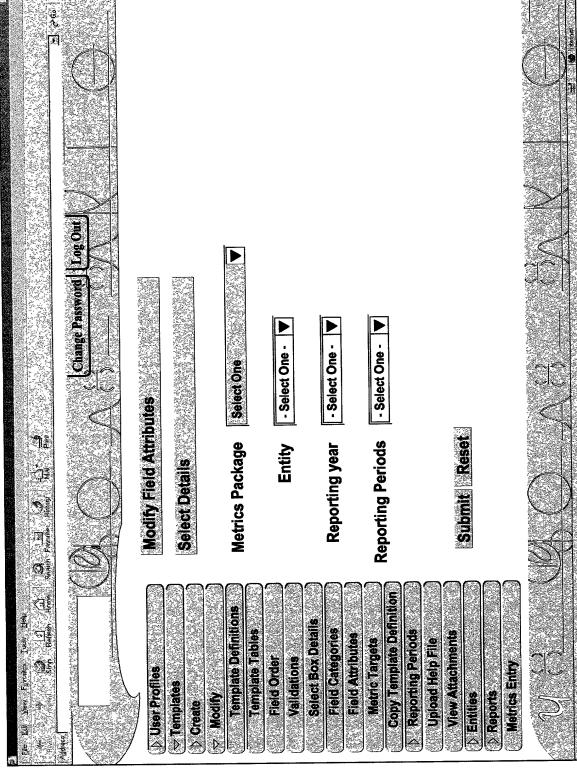
Modify Field Attributes

The first first first first first first

14

Hand the state of the state of





Modify Field Attributes

L9/61

Thomas M. Fisher; Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

Applicant: LAVORGNA et al.

Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS

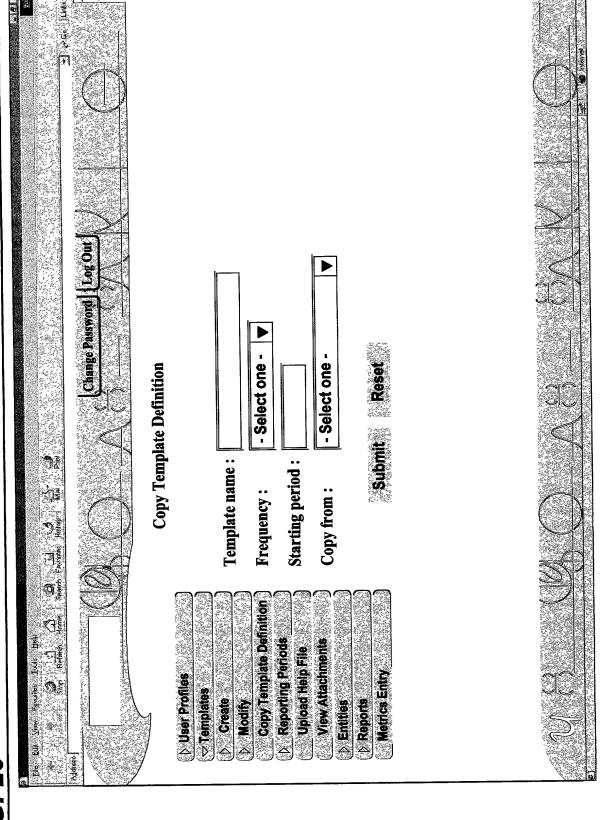
Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS

Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS

Militions	Modify Field Attributes Template Name: :Pt Entity: Reporting Period: 31-JA Modify Fields	ibs :PC Count (global business level) 31-JAN-1900	nt Jobal business level)		
Validations Select Box Details	Field Names	Non-Editable	Hidden	None	
	processowner	0	0	0	
	capablepccount	0	0	0	
5706	pccoreloadv2	0	0	0	
IIIIIIIIIII	pc2intvofmsproducts	0	0	0	
I hinsel Hein File	ncamlaptop	0	0	0	
	total_pc_count	0	0	0	
	incremental2	0	0	0	
	contact_name	0	0	0	
Metrics Entry	homepclicencedms	0	0	0	

*L*9/07

Copy Template Definition



Reporting Periods

i Pi

The state of the s

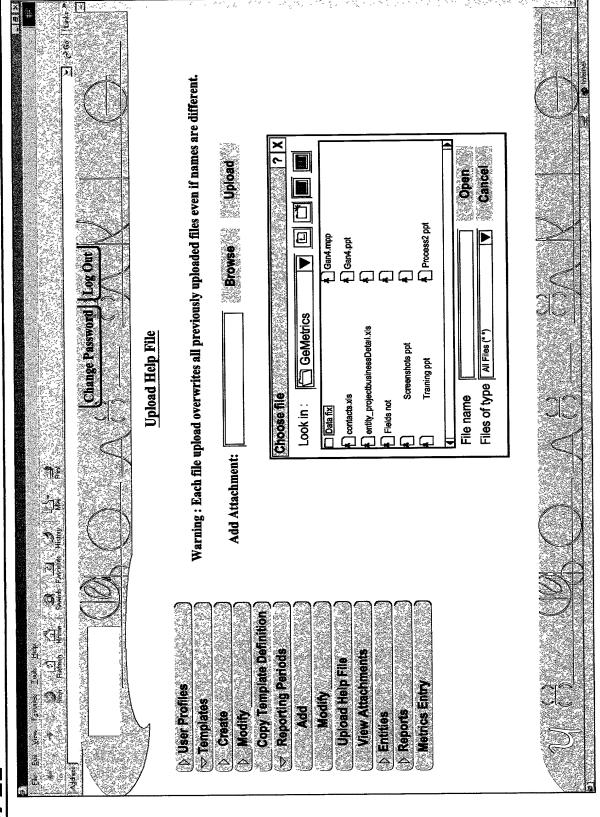
*L*9/17

Close flag **Currently Recorded Periods** Quarter ending \$\$\$\$ Close flag 16 Open & Close Reporting Period Date Ending: Ouarter -- Quarter Template: Account Recs Frequency: Quarterly 5888 Sub Series Months of the Series of Copy Template Definition Reporting Periods View Attachments Modify Upload Help File Add User Profiles Templates Reports Modify Create

Upload Help File

The first of the first of the state of the first of the f

M



Thomas M. Fisher; Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070 Applicant: LAVORGNA et al. Serial No.: 09/873,815 Atty. Dkt. No.: 60709-00017

Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS

FIG. 23

THE STATE OF 35 ij

The street grows of the gard of the The think they the

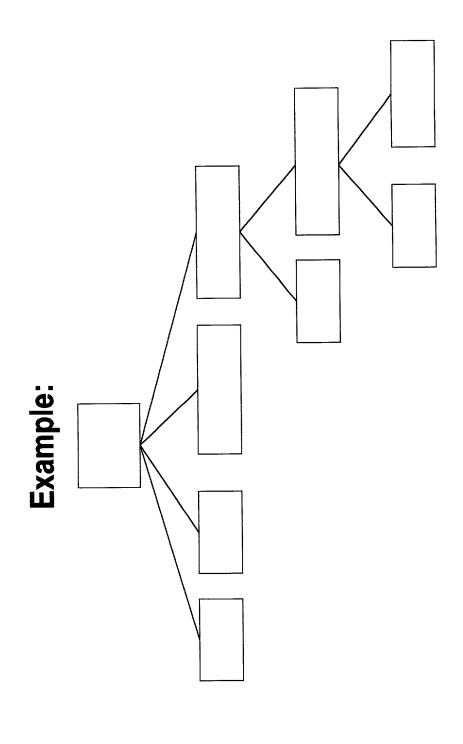
View Uploaded Files

Submit Reset View Files attachment1 dec-2000 Metrics Package Select File Reporting Period Entity File Copy Template Definition Reporting Periods Modify View Attachments Vser Profiles Upload Help File Add Metrics Entry ▼Templates Reports Modify > Entities Silv Midi

L9/EZ

Adding Entities to your Template

He will be to the truly with all



Hard of the maje of the state of

17

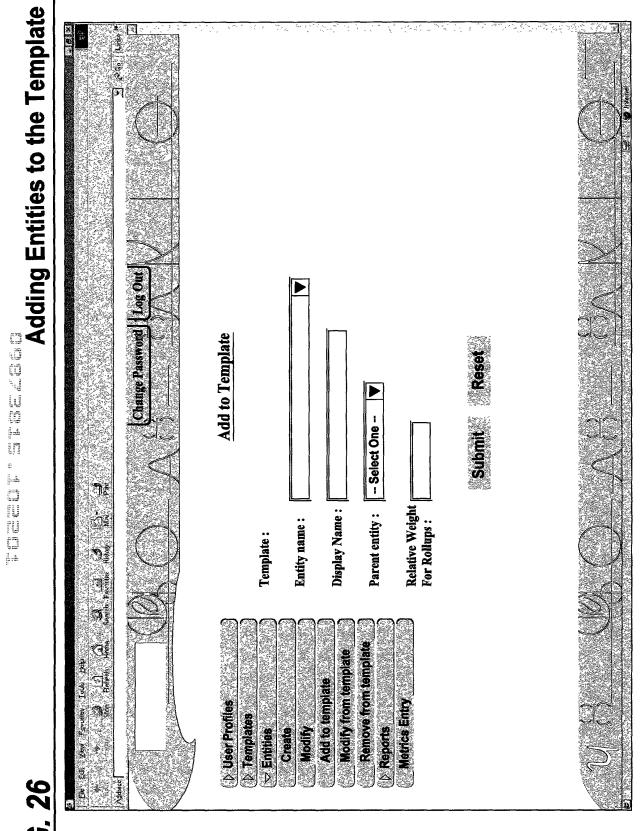
1.2

L9/S7

Creating new Entities	* 19 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)		
	Change Password Log Out	Create Entity Submit Reset	
են Արժի Արու Մրու Արել ին	Sander Factories Hearing History Part	Entity name: Entity short name:	
25	Die Eufe Jame Egeniese Jahr Heine Mahren (Mahren)	 > User Profiles → Entitles ← Entitles Modity Add to template Remove from template Copy Entity Structure > Entity Sets > Entity Sets > Metrics Entity 	
FIG. 25			

The first seed such that the

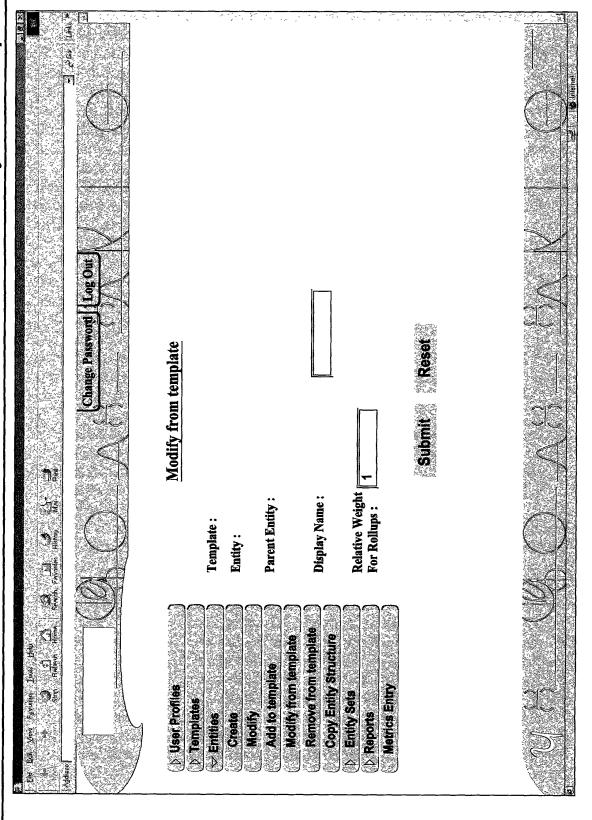
FIG. 26



L9/97

Modify from Template

FIG. 27

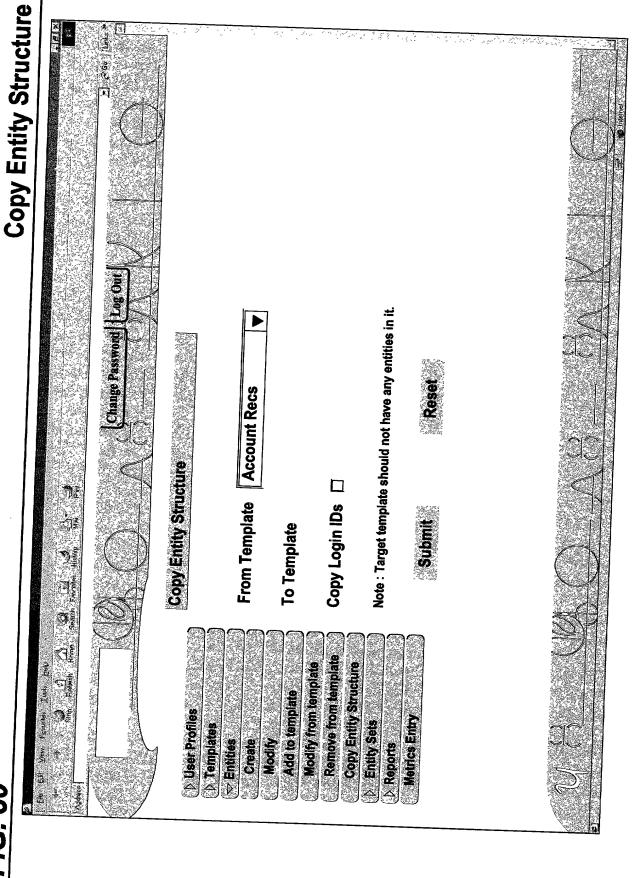


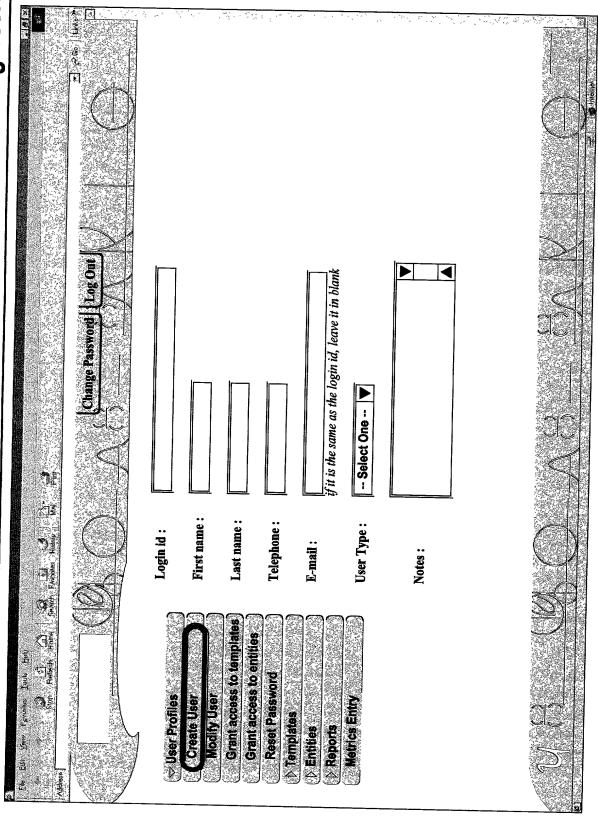
L9/L7

View Entity Hierarchy

Stry. Belgists, Hinner Standis Belgists House He Fig.	
Template: Entity Hierarchy	Rank
AFS (global business level) Aircraft Engines	
Amecom (global business level) Appliances	
Aviation Services CRD	
Capital Market Services Card Services (global business level)	
Card Services Saft Lake City Card Services Mason Card Services Atlanta Card Services Stamford	
Card Services iProcess - DC	
Fleet Services	

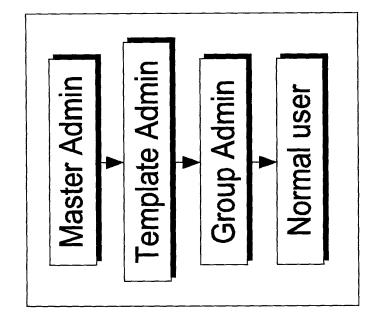
L9/0E



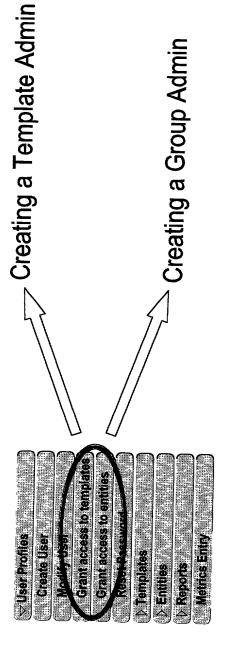


L9/IE

19/78



L9/EE



Template Admin:

- Select the Template for which you want to grant Access
- Select the user ID for which you want to grant Access

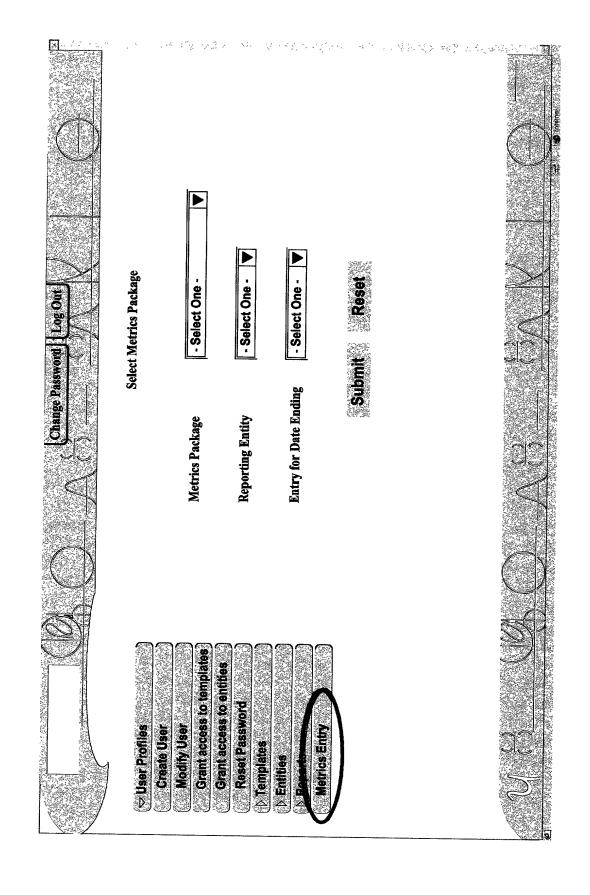
Select the level of access they should

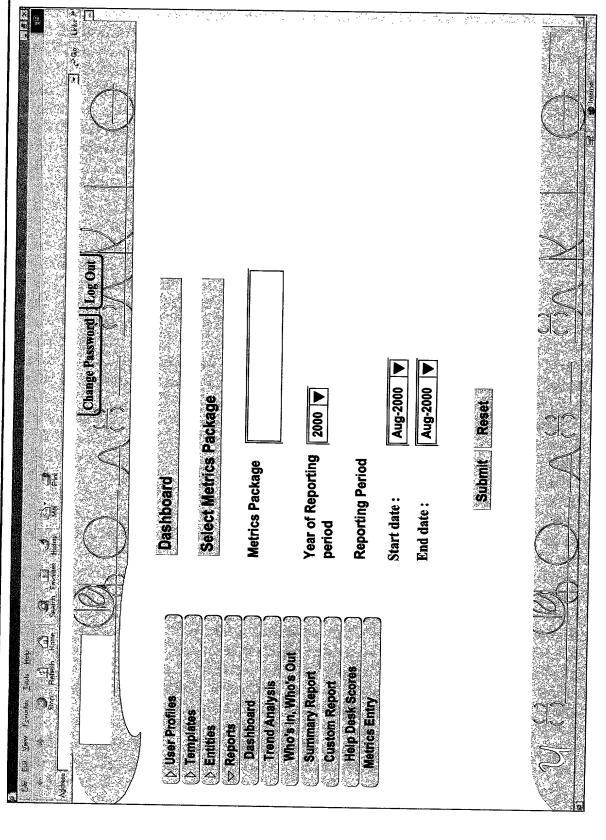
Submit

Group Admin:

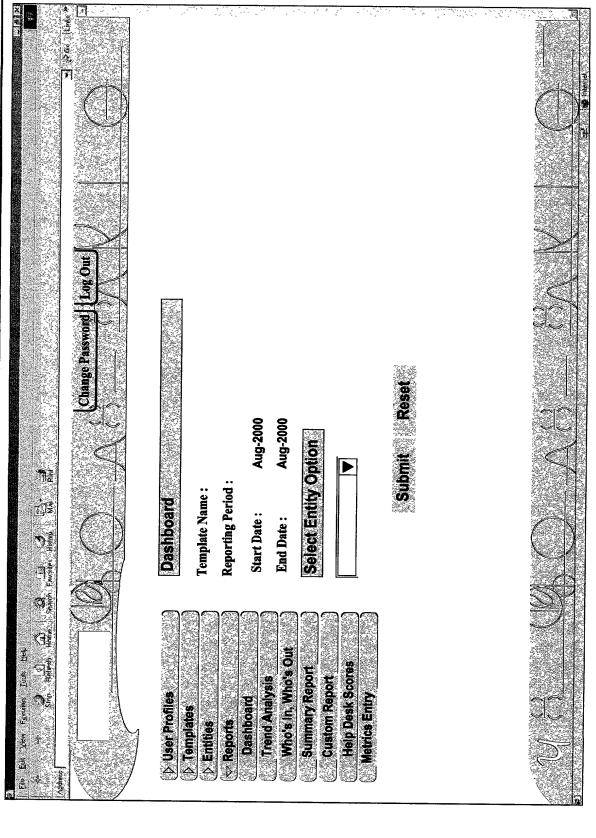
- Select the Template that contains the group for which you want to grant Access
- Select the user ID for which you want to grant Access
 - Select the Group that they represent
 - Submit
- Select view only or modify privileges

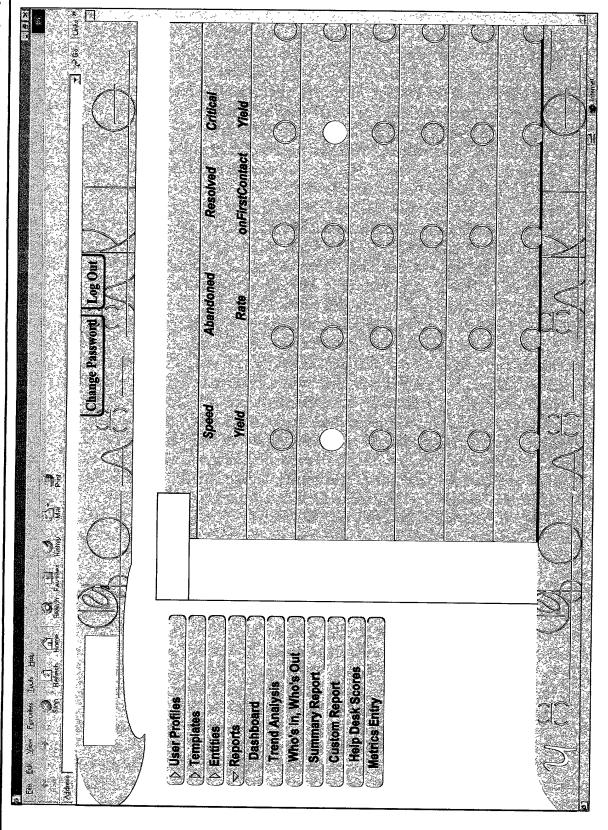
L9/tE





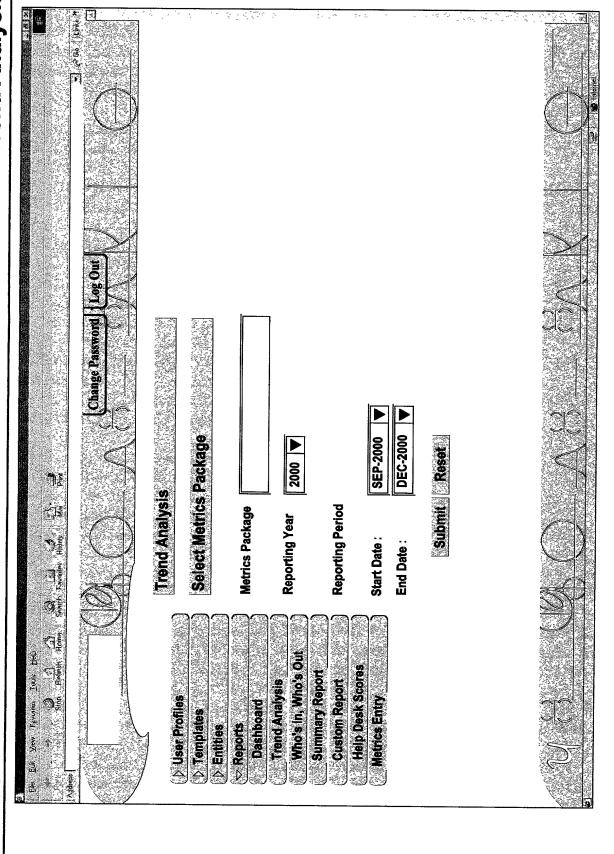
∠9/9€

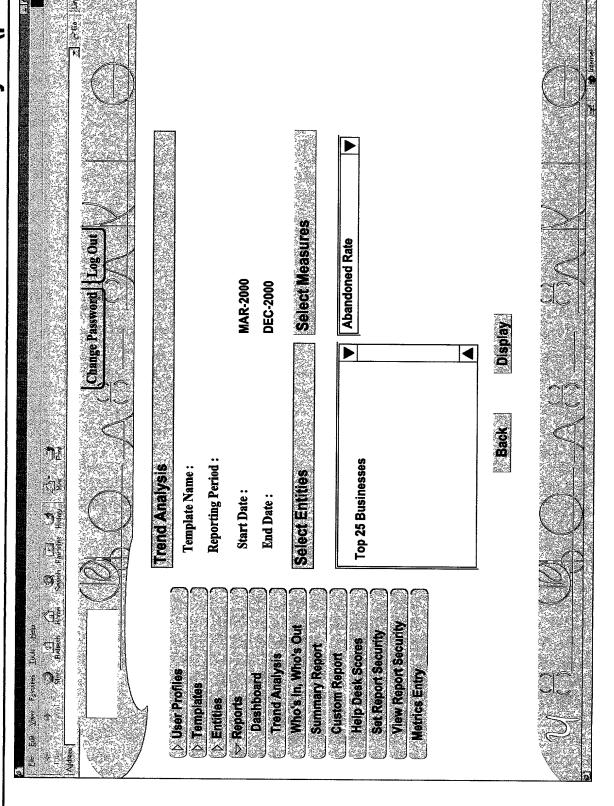




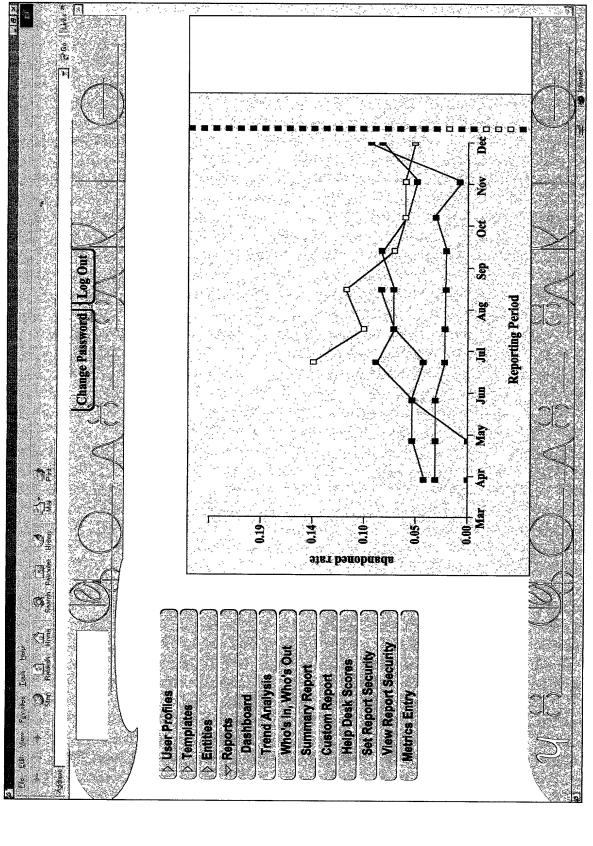
L9/LE

L9/8E

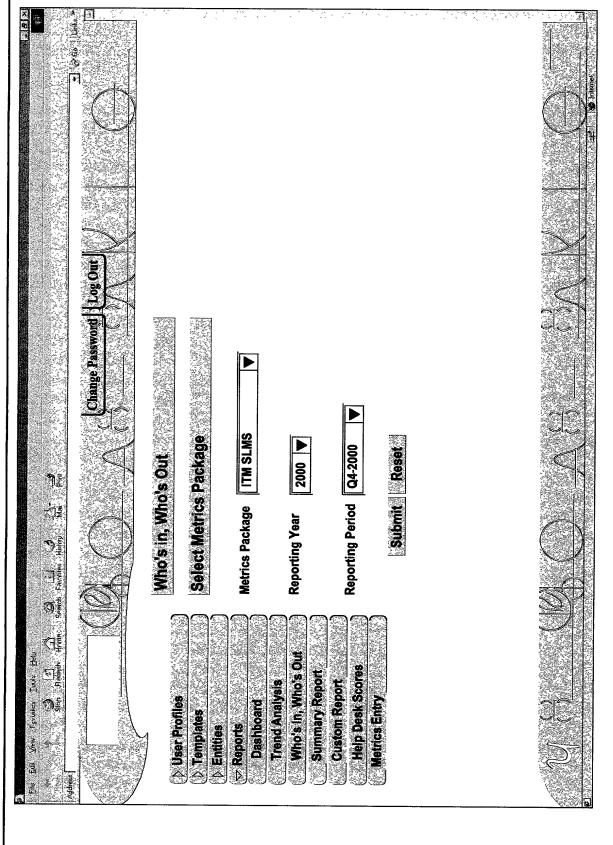


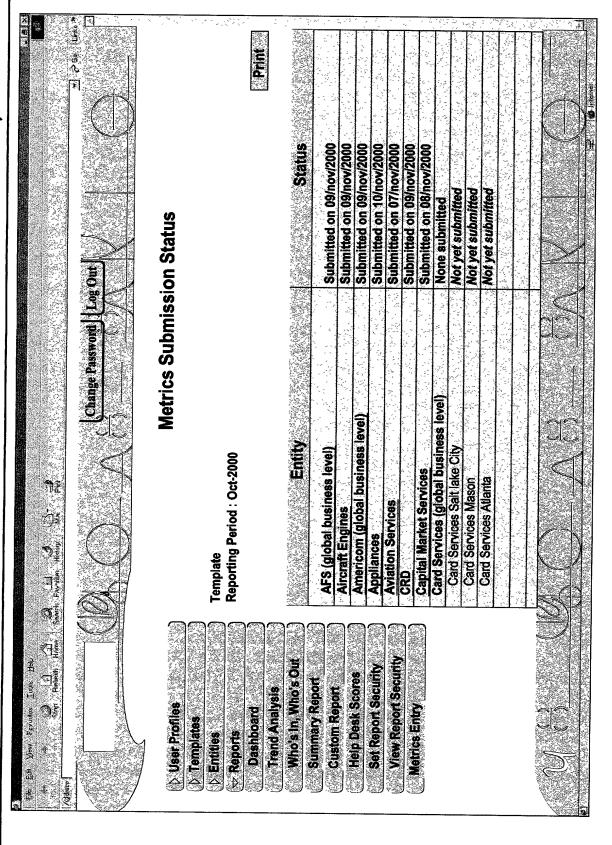


L9/0†

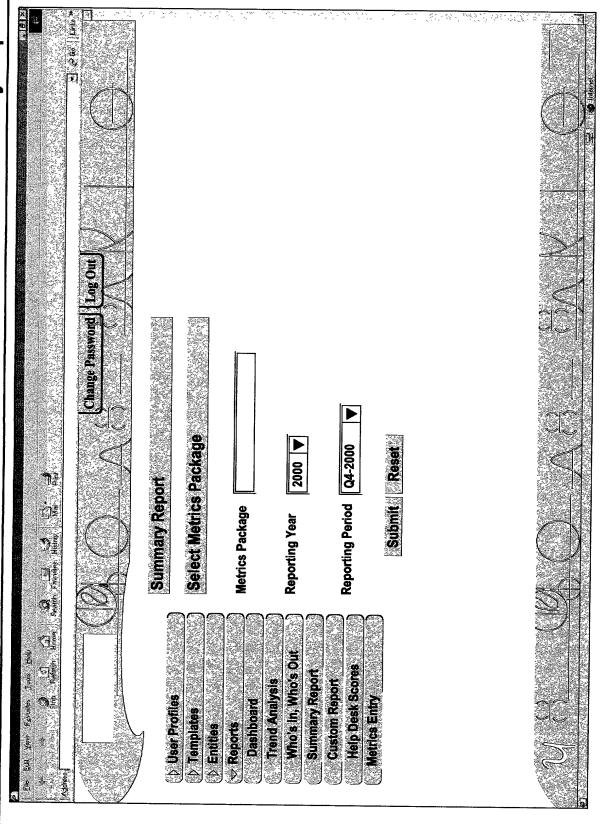


L9/I†





L9/7t



L9/Et

L9/**†**†

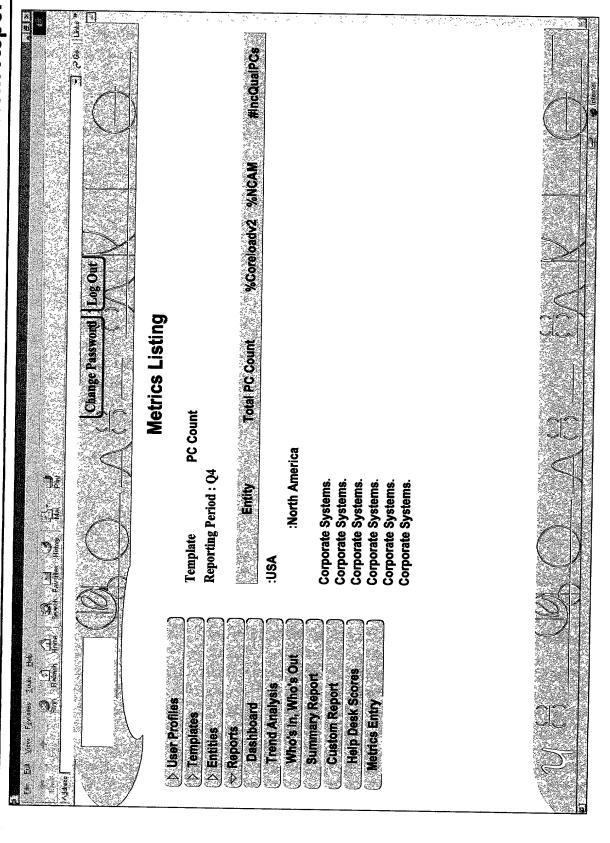
						ved Analog 94.64	100	100		9	3 6		100		6.	8.00	
				K		Appro	-	7		=	6		1		6.96		Å
				: Authentication Security Review Risk Management No Category	300 ▼ Reporting Period : Q4-2000 ▼ SUBMIT	HECHOUS											
				gement	▲ 000	74.7	5	100	20	198	66 66		100	91.3	100		
	<u> </u>	Report		Risk Mana	Reporting Period : Q4-2000												\geq
	rd Log Out	Metrics Summary Report		Review	ing Period												
	Change Password	cs Sun	Metrics	Security	Report	87.02	100	100	175	200	100	100	5	100	\$		
		Metri	~	ntication	Year: 2000 🔻												네^
				Auther	Year:												9
Di Fu						8				9							
Favorage: Hemy Wal			Template Category	•		Corporate				Plasfice							
75 T		23 1	≗ ಔ	a ca c							•	-				WZJ.	
Section Property (Control of Control of Cont) jo		9									*	
And Referent Homes		Vser Profiles	S	▼ Reports	Trend Analysis Who's In, Who's Out Summary Report	Custom Report	Telp vesk Scores	Metrics Entry									1
Les Eule green Egrandes Lauts Habs. (Adjoine) (Adjoine)		User Pro	> Templates	Reports	Trend A Who's I Summa	Custom	neip ve	Metrics									5
9 9 9 PF/		් 		J.≱J.												**	

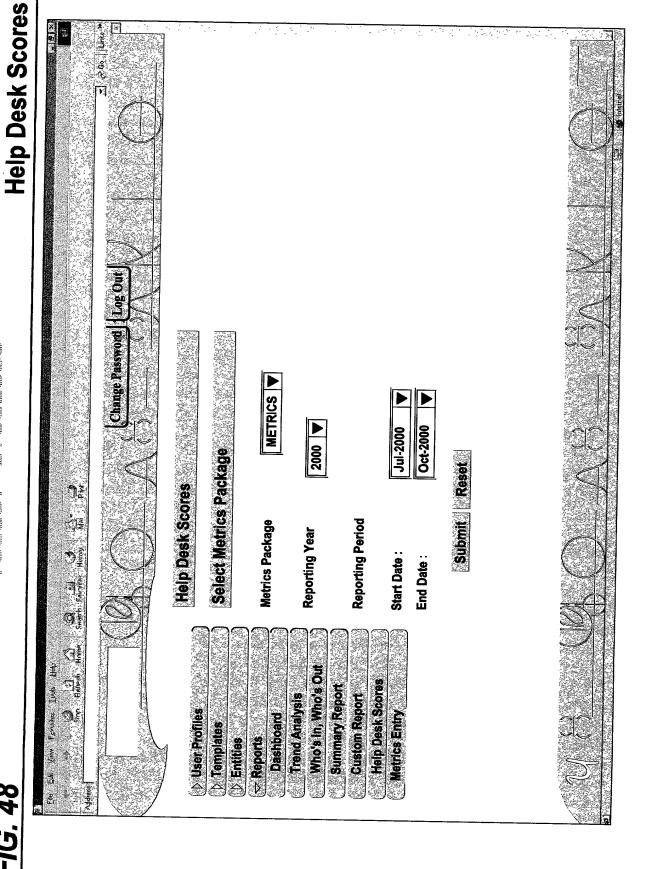
2000 ▼ Submit Reset Q4-2000 Q4-2000 Select Metrics Package Custom Report **Metrics Package** Reporting Period Reporting Year Start date: End date: 9; Who's In, Who's Out Help Desk Scores Summary Report Custom Report Trend Analysis User Profiles User Profile User Profiles User Profiles User Profiles User **Dashboard** Reports **Entities** भ्यार आर्च भा<u>उ</u>

L9/St

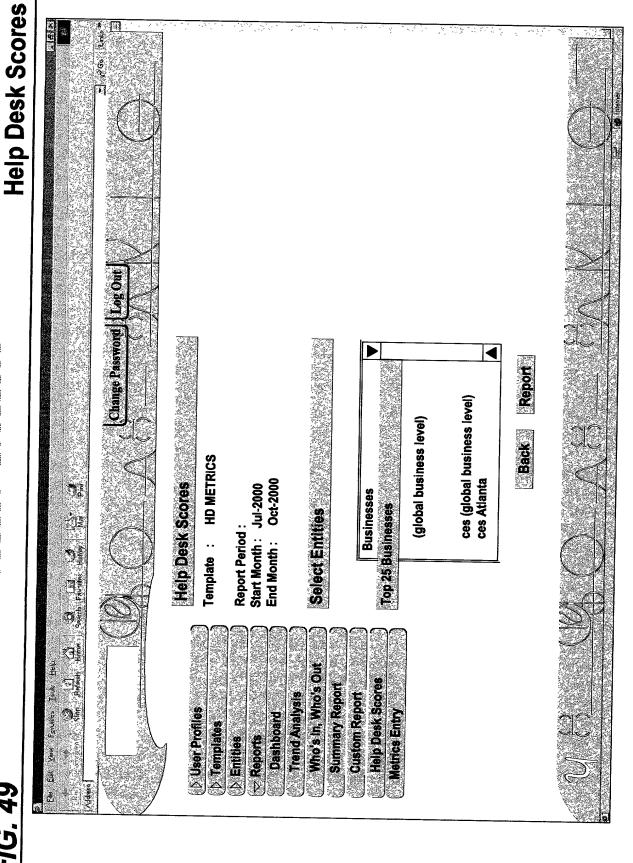
Select Entities Top 25 Businesses normal_incidents (normal_incidents) Reporting Period: Oct-2000 attachment1 (attachment1) normal_median (NMED) critical_median (CMED normal_span (NSPAN) critical_span (CSPAN) abandoned_rate (AR) critical_incidents (CI) **Custom Report** Select Fields critical_yield (CY) normal_yield (NY) Template View Report Security User Profiles Use Who's In, Who's Our Set Report Security Help Desk Scores Summary Report Custom Report Trend Analysis Dashboard ∇ Templates Entities Reports

L9/9t

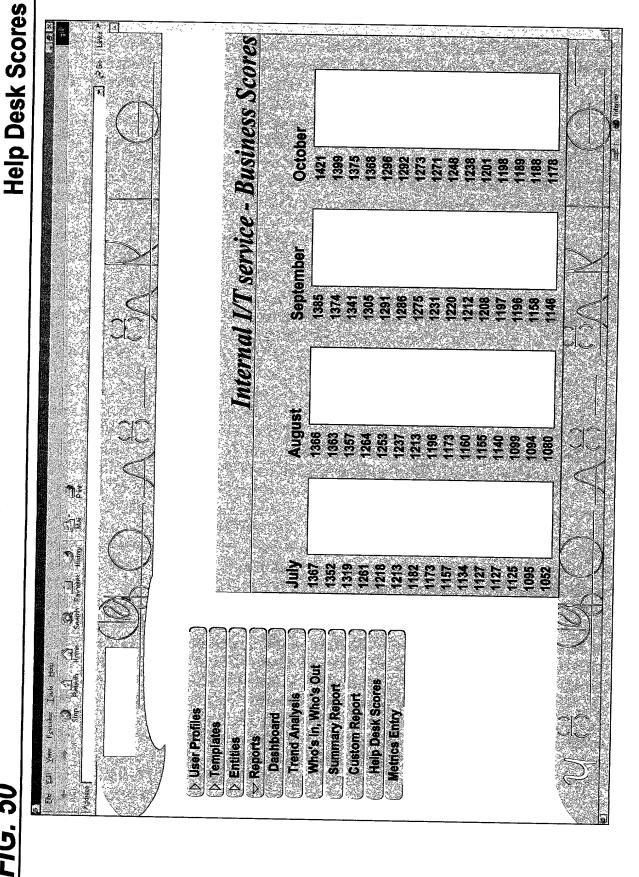


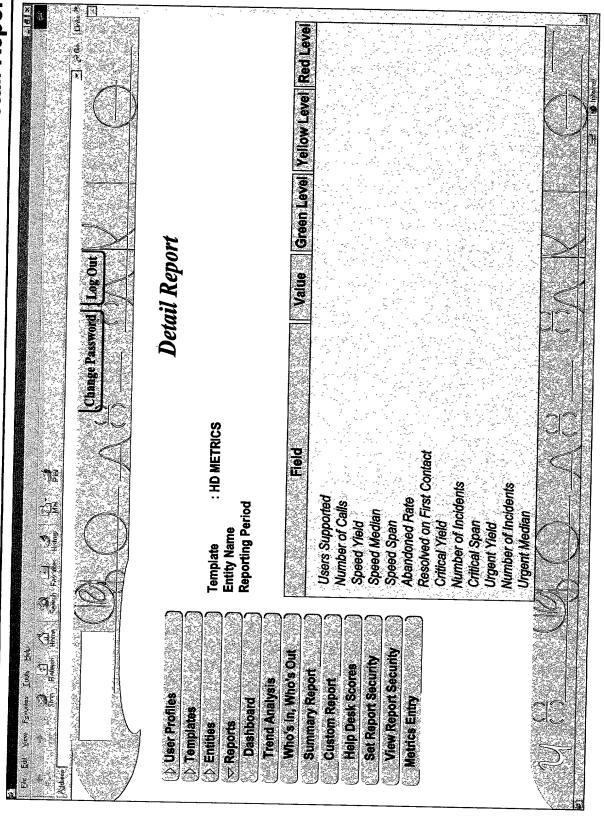


L9/87

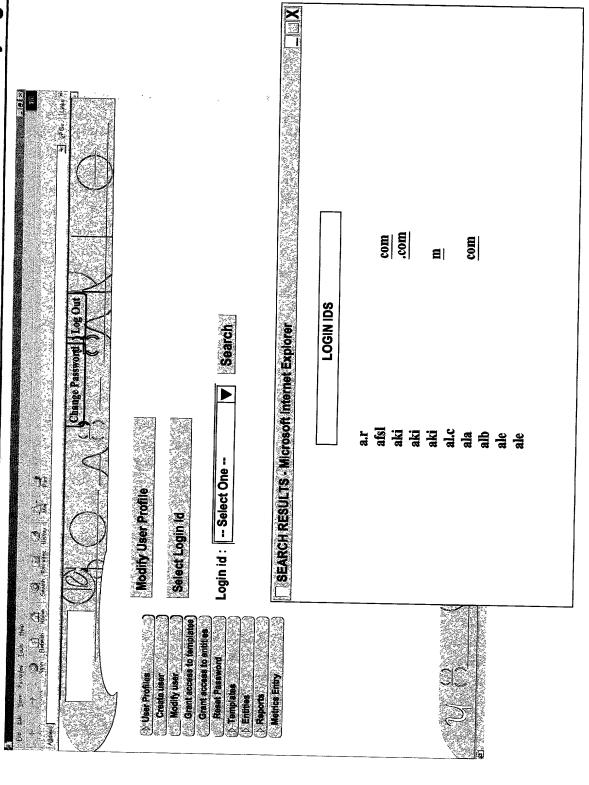


L9/09





L9/IS



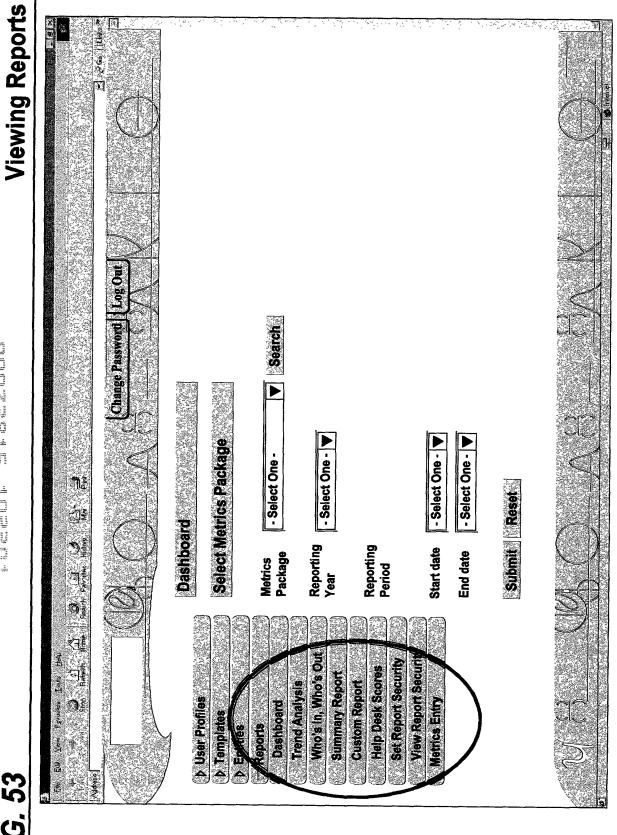
L9/7S

FIG. 53

in.

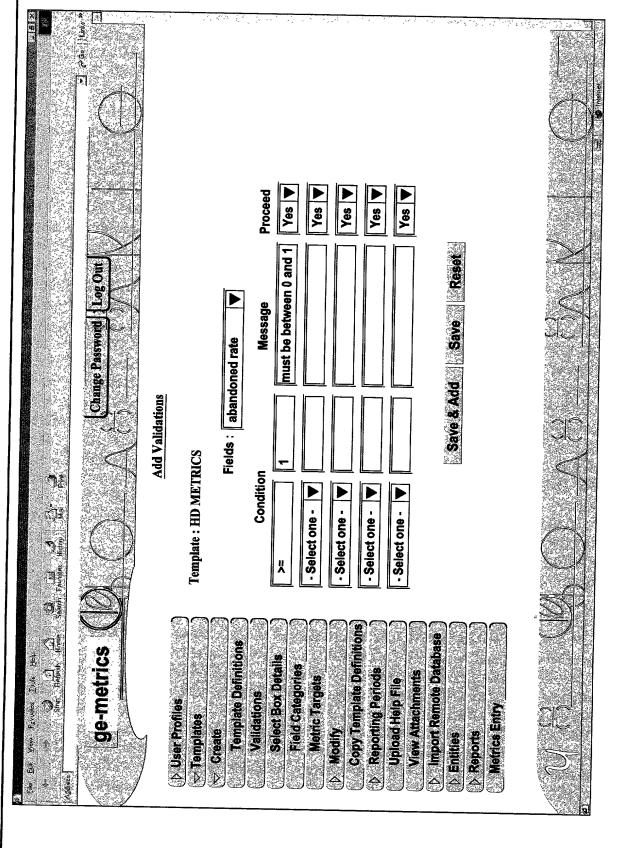
tells that their their the H. H. H.

L9/ES



					For field type CHAR: # characters For field type NUMBER: # decimals - Select One -
Change Password Log Out		Contact name : Contact phone : Contact email :	Template description :	Field Name : Field Length :	Metric Type :
Heleton Van Pro-	Create Template Definition Template Definition	Template name : Frequency : Select - ▼	Field Definition	Display Type : Select One - ▼ Field Type : Select One - ▼	Default Value:
Fig. 50 gen Fautes Inc. 3-0.	↑ User Profiles		finitions)	View Attachments 1.	Metrics Entry (1) (1)

L9/tS



L9/SS

XIP C	Ford Log Out								
	Change Password	fegory	Details	HD METRICS		••		nue Reset	
A Consider Andrew Const.		Create Field Category	Enter Category Details	Template:	Category Name:	Category Description:	Category Order:	Courtin	
File Etil Yeev Tevnines Luts Help. Son All Company Species Species	ge-metrics (V User Profiles	▼Templates ▼ Create	Validations Solary Double Set 12	Field Categories Netric Targets	Copy Template Definitions (1) Reporting Periods Upload Help File	View Attachments Vimport Remote Database Entities	Reports Metrics Entry	

*L*9/9\$

Change Password Log Out		Green Level Yellow Level Red Level	Select ▼ Select ▼	Select ▼ Select ▼	>	Select ▼ Select ▼ Select ▼	Select ▼ Select ▼ Select ▼	<=	>= \P .6 between \P .4:.6	>= (38 between (34:.98 (
Listen Man Page	Create/Modify Metric Fargets Template name: Frequency: Monthly Report Month: Jan 2000	ler Field Name Weight		number_of_calls	speed_yield			abandoned_rate <	resolved_on_first_c	critical_yield	
		Field order	~	7	4	ro.	9	,	&	9	3

*L9/L*S

GE Capital Corporation Create Entity Entity short name: GECC Entity name: Remove from template ge-metrics Modify from template User Profiles Use Add to template > Templates Entitles **L9/89**

L9/6\$

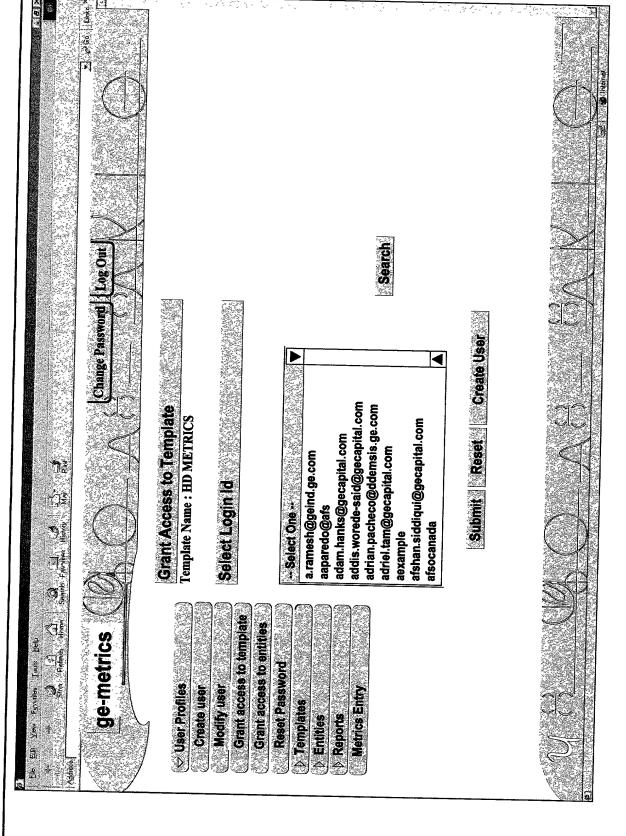
Second	Submit Reset	
---	--------------	--

L9/09

**************************************				et A	.]~ (To Comment
	Change Password Log Out		Select One	Select One		Note:Target templates should not have any entities in it.		Zese Z	
September Windows Mad Pro-		Copy Entity Structure	From Template	To Template	Copy Login IDs	Note : Target templates	View Entity Hierarchy		
File Eth. Venn Fs.colles Jone Helis	ge-metrics (✓ User Profiles ○ Templates		Modify Add to lemplate	Modify from template Remove from template	Copy Entity Structure Entity Sets		AND	

L9 /	Ŋ

Change Password Log Out	ired				Please enter a valid email address	Select One	
For Eal Line Favores, Late, pet. Addisor Germetrics ()	Create User Profile Create user Modify user Fields in BOLD are required	Grant access to entities Grant access to entities Reset Password	N Templates D Entities	Telephone:	E-mail: Flea	User Type:	



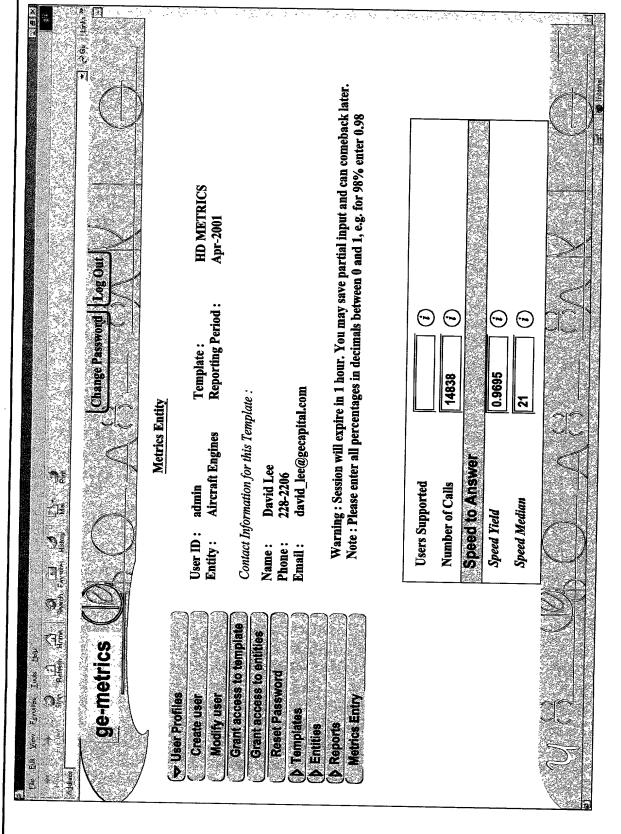
*L*9/79

AND THE STATE OF T		* 1615 * 1615
Address House House House Form	P E	
ge-metrics		Change Password Log Out
	Grant Acce	Grant Access To Entities
Create user	Template Name	Template Name: HD METRICS
Modify user Grant access to feminate	Select User	Select User and Entities
Grant access to entities Reset Password	Login id :	Select One
> Entities > Reports Metrics Entry	Entity Name :	Select One AFS (global business level) Aircraft Engines Americom (global business level)
	Submit	Appliances Reset Create User

L9/E9

Submit Reset Aircraft Engines **HD METRICS** apr-2001 Select Template **Metrics Entry** Reporting Period **Metrics Package** Reporting Entity Grant access to template (月皇 Grant access to entities ge-metrics Reset Password ✓ User Profiles Create user Modify user Metrics Entry Eile Euit

L9/19



L9/\$9

*L*9/99

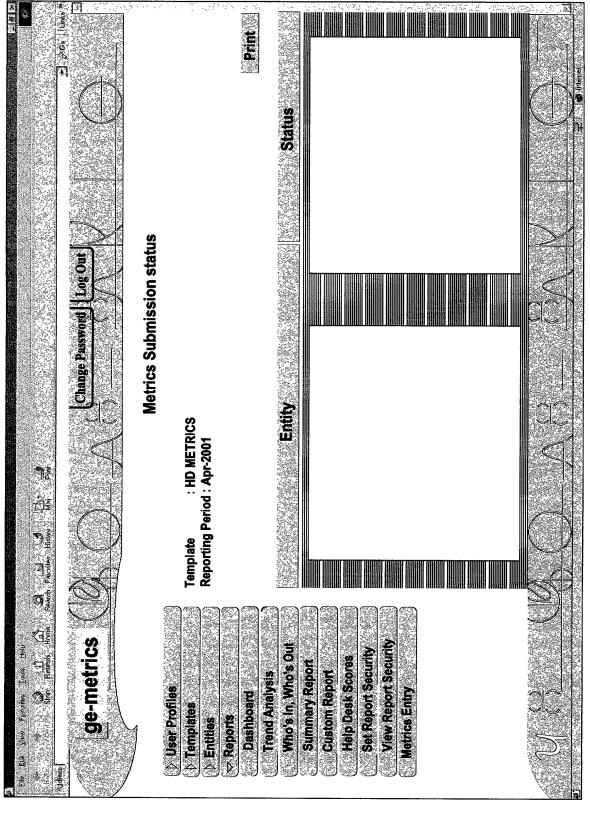


FIG. 67

L9/L9

Atty. Dkt. No.: 60709-00017

Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS
Thomas M. Fisher; Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

Serial No.: 09/873,815

Applicant: LAVORGNA et al.

March 2	Resolved Critical Urgent Normal	on First Contact Yield Yield Yield	© 69.43% © 100.00% © 100.00% © 95.53%	© 92.00% © 88.00% © 100.00% © 97.00%	© 80.70% © 100.00% © 100.00%	© 70.09% © 100.00% © 96.67%	© 69.30% © 96.59% © 97.65% © 98.44%	© 69.20% © 99.50% © 96.00% O 92.00%	© 79.20% © 100.00% © 84.30% © 95.60%	© 64.00% © 98.70% © 99.00% O 93.00%	@ 300 000 @ 97.53%
	Abandoned	Rate	0.13%	1.00%	%0E'0 ()	© 0.65%	%00·0 ()	1.00%	2.10%	© 0.60%	0 46%
GE Canifal	Speed	Yield	94.00%	%00'26	93.30%	100.00%	93.85%	93.60%	(3) 87.50%	%00·66	/000 50
GF Canital			Business Entity	Business Entity	Business Entity	Business Entity	Business Entity	Business Entity	Business Entity	Business Entity	Business